



306057

DD 3/20/23

Individual Complaint Form

2022-120E

Date*: 02/17/2022

Complainant or Legal Representative Information:

* Required Fields

Name * Joyce Rowell

Firm (if applicable)

Mailing Address

City, State Zip * Marion, S.C. 29571

Phone * () -

E-mail

Name of Utility Involved in Complaint: * Duke Energy

Type of Complaint (check appropriate box below.) *

- ☒ Billing Error/Adjustments ☒ Deposits and Credit Establishment ☐ Wrong Rate ☐ Refusal to Connect Service
☐ Disconnection of Service ☐ Payment Arrangements ☐ Water Quality ☐ Line Extension Issue
☐ Service Issue ☐ Meter Issue
☒ Other (be specific) Return of Security Deposit

Have you contacted the Office of Regulatory Staff (ORS)? * ☒ Yes ☐ No

Name of ORS Contact: Brad Kirby

Concise Statement of Facts/Complaint: * (This section must be completed. Attach additional information to this page if necessary.)

Duke Energy had to pay security deposit in 2010 (this is their time). I never question their return until now. I didn't know they were not keeping up record of when you pay your deposit. I contact Brad Kirby with Regulatory Office in July. He respond to the inquiry. I have enclosed the email he sent after review my problem. Now he is I didn't meet guideline for returning. The letter enclosed will explain in detail.

Relief Requested: * (This section must be completed. Attach additional information to this page if necessary.)

Return of security. Brad Kirby did not like rebuol then I should contact your office or I try change through legislature. He say it in condesending way or he was mocking me.

See letter atth - It explain more in detail

I UNDERSTAND AND AGREE THAT THE INFORMATION GIVEN ON THIS FORM IS PUBLIC INFORMATION THAT WILL BE PUBLISHED ON THE COMMISSION'S WEBSITE (dms.psc.gov), AND I UNDERSTAND SUCH INFORMATION MAY BE SUBJECT TO PUBLIC SCRUTINY OR FURTHER RELEASE.

Joyce A Rowell
Complainant's Signature* (MUST BE SIGNED, DO NOT PRINT)

STATE OF SOUTH CAROLINA)
COUNTY OF Marion)

VERIFICATION

Joyce A Rowell
Complainant's Name

verify that I have read my complaint filed on 02/18/2022 Date *

Joyce A Rowell
Complainant's Signature * (MUST BE SIGNED, DO NOT PRINT)

Internal Use Only

Processed By	Date
H.E.	

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and know the contents thereof, and that said contents are true.



Individual Complaint Form Instructions and Procedure

Please contact the **Office of Regulatory Staff (ORS)** at 803-737-5230 (Columbia, SC) or 800-922-1531 (toll free) to attempt to informally resolve this issue prior to filing an official complaint with the Commission.

A. To file an official complaint:

1. Complete the **Complaint Form** found on the Commission's website at www.psc.sc.gov.
 - a.) The form may be completed and e-mailed to contact@psc.sc.gov.
 - b.) Alternatively, a blank copy of the form may be printed, filled out, and then mailed or faxed to the Commission.
2. Individuals do not need to have legal representation to represent themselves before the Commission, but a corporation, partnership, limited liability company, or group of people or association must be represented by legal counsel. Neither the Commission nor the ORS can provide legal advice.
3. If additional documentation is necessary to supplement your complaint, attach it to the form. The Public Service Commission of South Carolina has adopted the same standards regarding protection of personal identifying information as are in place in the various state courts (except Family and Probate Courts). These are set out in Rule 41.2(a) of the South Carolina Rules of Civil Procedure and are listed below:
 - a) **Redaction.** A person filing a document in paper or electronic format shall not include, or will redact where inclusion is necessary, the following personal identifying information.
 - b) **Social Security Numbers, Taxpayer Identification Numbers, Driver's License Numbers, Passport Numbers or Any Other Personal Identifying Numbers.** If it is necessary to include personal identifying numbers in a document, the parties should utilize some other identifier. Parties shall not include any portion of a social security number in a filing.
 - c) **Names of Minor Children.** If a minor is the victim of a sexual assault or the victim in an abuse or neglect case, the minor's name must be completely redacted and a term such as "victim" or "child" should be used. In all other cases, the minor's first name and first initial of the last name (i.e., John S.), or only the minor's initials (i.e., J.S.) should be used.
 - d) **Financial Account Numbers, Including Any Type of Bank Account Numbers, Personal Identification Number (PIN) Code, or Passwords.** If financial account numbers are relevant, only the last four digits of these numbers should be used.
 - e) **Home Addresses of Minors, Sexual Assault and Abuse and Neglect Victims, and Non-Parties.** If a home address of a minor, sexual assault victim, or non-party must be included, only the city and state should be used.
 - f) **Date of Birth.** If a date of birth must be included, only the year of birth should be included.

Individuals who file documents with the Public Service Commission are hereby notified that their filings will be made available to the public on the Commission's searchable Docket Management System. The Public Service Commission assumes no responsibility for redacting personal identifying information from any filings. It is solely the responsibility of the filer to ensure that no personal identifying information is made public by inclusion in his or her filings.

I have read and understand the Public Service Commission's policy pertaining to privacy protection for filings.

Signature of Filer: _____

Joyce A. Rawell

February 2, 2022

Public Service Commission of South Carolina
101 Executive Center Drive, Suite 100
Columbia, South Carolina 29210

TO WHOM IT MAY CONCERN:

I, Joyce Rowell, am writing to file a complaint with Public Service Commission against the Office of Regulatory/Duke Energy. I have tried to get the Office Regulatory to understand my point of the problem but no understanding was formed. Instead I was given a condescending tone of speech. In the year of 2008, I paid a security deposit of \$450 to Progress Energy. Since then the year has been changed by Duke Energy to 2010. I have never inquired about my security deposit until a year ago. During that period of 2010 until 2022. So, I ask the office Regulatory to find out why I was never refunded back my security deposit. The reason I asked for them to find out was Duke Energy ignore any correspondence from me to them. I have asked for a audit of my account still they ignored me. I have asked them to go back to year from 2010 until present. The Office Regulatory(Brad Kirby) told they do not have to go back that far because the State of South Carolina only required them to keep a record of only two years. I asked him was that fair to people like me who never question the whereabouts of their security deposit until now. I know that I paid my electric utilities as soon as the bill came to me but I cannot prove that without documentation of that fact.

I contacted Brad Kirby this time again and where I was given condescending attitude. He told me that I did not meet the criteria of getting my security deposit back. I tried to explain to him that no matter what dates I paid my bill on they are always late. His advice to me was "paid it 3 or 4 days earlier then you would not have to worry about it being late". I was flabbergasted hear this coming from someone who suppose to help me during my time of trouble. He then told me if did not like his response then I could file a complaint with the Public Commission office or contact my legislators to ask them to change the policy with Duke Energy. This is the condescending attitude. Brad Kirby knew there was nothing I could do with duke energy.

Well, this is your turn in this matter. I am enclosing in this letter a copy of payments made by me on my account, bank statement and copy of the due dates, the amount of each payment, and an email from Brad Kirby. Along with correspondence from all parties. Your attention to this matter will be appreciated!

Sincerely,


Joyce A Rowell

03/03/2022

Public Service Commission of South Carolina
101 Executive Center Drive, Suite 100
Columbia, South Carolina 29210

To whom It May Concern:

In package that I am sending to you, I want you to see how Duke Energy makes mistakes. I went of the site at 8:30AM this morning(03/03/2022), I knew it was not me that paid my bill. So, I paid it. I do not want Duke Energy to say my payment was not received and my lights are turn off.

The point that I am making, is Brad Kirby was so quick to point out my lateness, that he would not attempted to understand or point out Duke Energy's has/will continue to make errors to ordinary people's billing. I am a bedridden senior citizen who lives on a fix income. My check is delivered to my bank account on the 3rd of each month. So this is the reason I have been trying over 7 months to get my due date changed but I can not get it changed until July of this year.

I only paid my bill this morning for \$258. I have no ideal where the other payment came from. It does not have any explanation to how or who paid it. I checked my bank account to see if they sent it but no to that question. It said I have a -\$482.83(including my payment) on my account. I am wondering whether they took my security deposit applies to my bill without my say so or knowledge of it. I guess Brad Kirby would say, the state of South Carolina does not request them to tell or send the your security deposit. That would be the wrong answer for me.

Your attention to this matter will be appreciated.

Sincerely,

oyce A Rowell

Deposit Guidelines

Since electricity is billed after it is used, we may require a security deposit before connecting service. The deposit will be automatically returned with interest at a varying interest rate per state, if the customer has paid his bills for service for the preceding twelve consecutive bills without having had service discontinued for nonpayment of bill or had more than two occasions in which a bill was not paid when it became due, and the customer is not then delinquent in the payment of his bills.

December 20, 2021

Duke Energy Progress
P.O. Box 1771
Raleigh, NC 27602

Re: Account Number

To Whom It Concern:

I am writing to get some answers to some of my concerns. First, I was NEVER notified that my account number had been changed. Duke Energy should have notified me in writing. Second, there is a \$605 charge on my account. Why?? Third, I have made all payments through the bank(ACH). Why is there cash payments listed. I have inquired through the bank why is my payments receive 5 days of them send it electronically. No matter what I do my payments are five to seven days late. This why I ask to change my due dated in October, 2021 to 7th of each month. I found on December 20, 2021 my due date can not be change until next year. But my request was made in September 2021. Final, I place a request to have my account audit from January 1, 2008 until December, 2021. I would like a copy of that time period.

Your attention to this important inquiry and request will be appreciated.

Sincerely,

Boyce Rowell



The Public Service Commission State of South Carolina

Jocelyn Boyd
Chief Clerk/Executive Director
Phone: (803) 896-5100
Fax: (803) 896-5246

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Clerk's Office
Phone: (803) 896-5100
Fax: (803) 896-5199

March 9, 2022

VIA U.S. Mail

Mr. Andrew Bateman, Esquire
State of South Carolina
Office of Regulatory Staff (ORS)
1401 Main Street, Suite 900
Columbia, South Carolina 29201

Dear Mr. Bateman:

Please find enclosed the redacted complaint of Ms. Joyce Rowell, regarding the return of her security deposit held by Duke Energy Progress, LLC.

Ms. Rowell's complaint form indicates that ORS was contacted. Please advise if ORS's investigation into Ms. Rowell's complaint is open or closed.

Thank you for your attention to this matter.

Sincerely,

Elise Wilson
Administrative Coordinator
Public Service Commission of South Carolina

Enclosures

cc: Joyce Rowell, Complainant
Kriss Rodgers, Customer Relations, Duke Energy Progress, LLC
Samuel J. Wellborn, Counsel, Duke Energy Corporation
Amanda Self, Director of Consumer Services Division Department of Consumer Affairs

Wilson, Elise

From: Bateman, Andrew
Sent: Thursday, March 10, 2022 12:29 PM
To: Wilson, Elise; Campbell, Chad
Cc: PSC_Contact; Self, Amanda; Wilhite, Sarah; iurica@ors.sc.gov
Subject: RE: 2022-03-09. Rowell, Joyce

Follow Up Flag: Follow up
Flag Status: Flagged

Thank you, Elise. I understand that the South Carolina Office of Regulatory Staff Consumer Services Department has concluded its investigation regarding Ms. Rowell's complaint.

From: Wilson, Elise <Elise.Wilson@psc.sc.gov>
Sent: Wednesday, March 9, 2022 12:14 PM
To: Bateman, Andrew <abateman@ors.sc.gov>; Campbell, Chad <ccampbell@ors.sc.gov>
Cc: PSC_Contact <Contact@psc.sc.gov>; Calloway, Tatiana <talloway@ors.sc.gov>; Kirby, Brad <bkirby@ors.sc.gov>; Self, Amanda <ASelf@scconsumer.gov>; Waller, Takisha <twaller@ors.sc.gov>; Wilhite, Sarah <swilhite@ors.sc.gov>; Willis, Iva <iwillis@ors.sc.gov>
Subject: 2022-03-09. Rowell, Joyce

Good afternoon.

Please advise if ORS has an open or closed investigation into a complaint of Ms. Joyce Rowell regarding her security deposit with Duke Energy.

Thank you.

Elise